



# **Expecting the Unexpected**

Hon. Charles L. Hopkins, III, P.E.,
Ann L. Coss
Chief Nim Kidd















### **Critical Elements**

- Plans and Procedures
- Essential Functions
- Delegations of Authority
- Orders of Succession
- Alternate Operating Facilities
- Interoperable
  - Communications

- Vital Records and Databases
- Human Capital (Personnel)
- Test, Training & Exercises
- Devolution of Control and Direction
- Reconstitution









### **Vital Records and Databases**

#### **Vital Records**

- Emergency operating records and data
- Legal records
- Financial records

#### **Planning considerations**

- Establish a vital records program
- Appropriate medium to access
- Maintain a complete inventory
- Protection methods for records
- Training program for all staff involved
- Process to continually review and update









### **Human Capital (Personnel)**

(6)

- Corporate emergency procedures
- Essential Personnel
- Manager's roles and responsibilities
- Employee's roles and responsibilities
- Pay guidance
- Leave guidance
- Benefits issues
- Staffing issues





















6

#### **Our Goals**

- Understand the reality of Preparedness, Response & Recovery
  - Employee availability
  - Economics
  - Consequences
  - Understand the definition and framework to solve the most critical infrastructure problem – Human Capital
  - Paradigm shifts that must occur within the culture of our nation and industry to move forward









Personal Recovery Concepts, LLC. Copyright 2011. All rights reserved. Reprint with permission only.

## Response when you are also a Victim



- Officers left their duty assignments to check on and evacuate their families.
- First 72 hours can be chaotic.







### In an Actual Emergency



 An employee, no matter what his role is, becomes part of your critical response team







### **Study of Human Behavior**

"In the event of a flu pandemic, bioterrorism, a natural disaster, or any other large-scale catastrophe, the best surveillance, equipment, communication systems, antiviral supplies, military, and emergency services in the world will not be effective without equal attention to the issues posed by human behavior under conditions of life threatening danger to children and families."

"Individuals will seek contact with their secure-base figures, wherever they are, by whatever means are at hand. Ideally, first responders must know that their own attachment figures will be as safe as possible to function with full effectiveness."

Disaster Preparation and Recovery: Lessons from Research on Resilience in Human Development, Ecology and Society 13(1):9. Masten, A. S., and J. Obradovic. 2007. [online] URL: <a href="http://www.ecologyandsociety.org/vol13/iss1/art9/">http://www.ecologyandsociety.org/vol13/iss1/art9/</a>







### People are the Shared Dependency in all Areas

#### Critical Business/ Supply:

Critical/emergency response team usiness continuity tea

Business continuity team Information technology teams

#### Local Govt.

Mayor
Policemen/Fireman/EMT
Hazmat Teams
Corrections officers

Judiciary teams

#### Community:

CERT/Red Cross Volunteers Medical Personnel Families

All areas of response rely on people

#### State/Fed Govt.

Governor/Legislature National Guardsmen Military Personnel















### **Organizational Consequences**

- Deteriorated operating performance
- Decreased revenue due to:
  - Loss of customer base
  - Reliability issues
  - Lack of visibility
  - Slow recovery
  - · Brand/reputation damage
  - Lack of contingency planning
- Increased costs
- Legal exposure
- Declining confidence of citizens and public officials
- Adverse employee relations
- Economic impact







### **Delayed Recovery Costs**

INDUSTRY SECTOR AVG. COST/HOUR\*

Energy \$2.8 Million

Financial Institutions \$1.4 Million

Information Technology \$1.3 Million

Insurance \$1.2 Million

Health Care \$686,000

Transportation \$668,586

Utilities \$643,000

Avg. Cost Per Hour Per Employee \$205

Source: : META Group, Inc., "Quantifying Performance Loss: IT Performance Engineering and Measurement Strategies"









### Rapid Recovery is Leading Predictor

#### Following a major disaster:

- 25% of businesses do not reopen.
- 75% of companies without a BCP fail within 3 years of a disaster.
- Companies not able to resume operations within 10 days are not likely to survive.
- Of those businesses that have no BCP, 43% never reopen.
- Of those that reopen, only 29% are still operating 2 years later.













75% of continuity plans in place do not support human resilience.

93% of Americans don't have a plan.

Only 39% of small businesses have any plan at all.









### 9



#### **Productivity Formula:**

[# of Workers Affected] x [# of hours out] x [unburdened or burdened hourly rate]

#### **Example:**

- 5000, employee base
- 30% of the workforce impacted, (1500 Employees)
- 3 days /7 hours a day = 21 hours
- Average unburdened hourly rate = \$42.00

Cost/Loss: \$1,323,000

Increasing employee availability by 1.5 days Saves/Gains = \$661,500











### **Resilience Defined**



The ability to adapt to changing conditions and prepare for, withstand, and rapidly recover from disruption.

**PPD-8**: The ability to adapt to changing conditions and withstand and rapidly recover from disruption due to emergencies.



Resilience Planning is simply a good business practice!





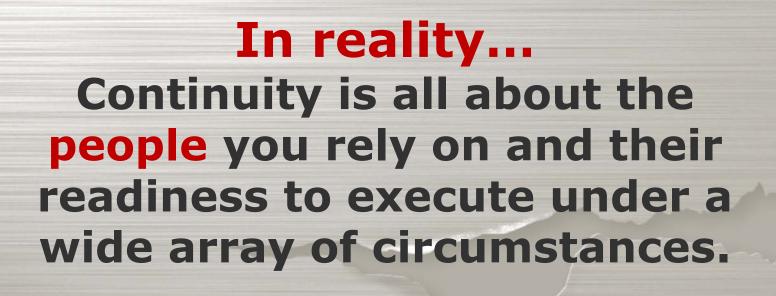


















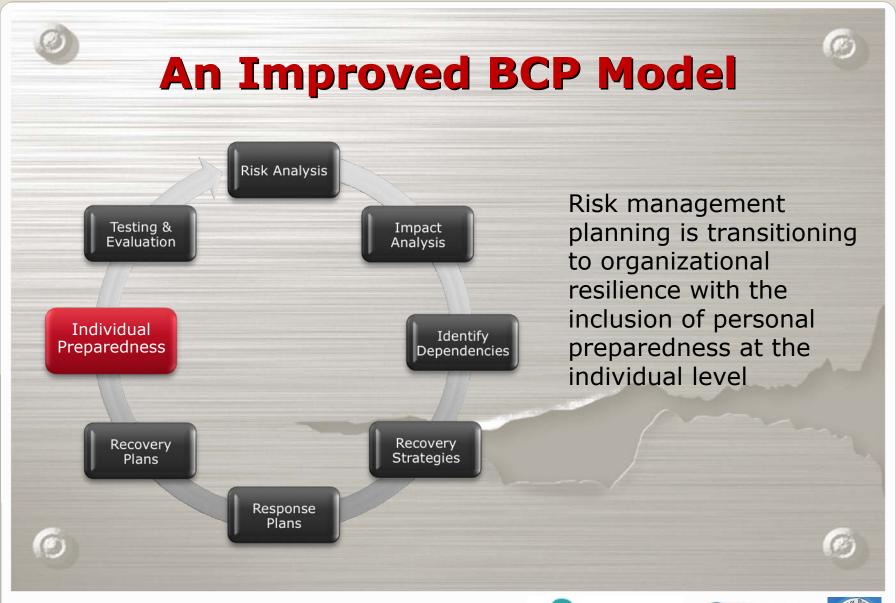




















### **Turning Crisis into Advantage**















## Resilience/Continuity Planning



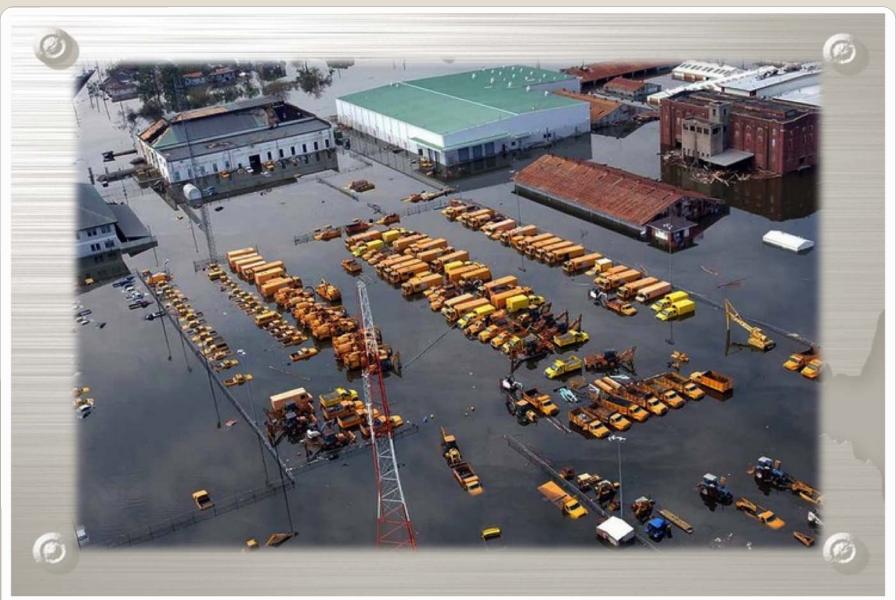
- Must have solid commitment from top executives
- Will take time to develop
  - Plans, policies & procedures
  - Dedicated person/division
  - Dedicated team of professionals
  - Support from all divisions/departments
  - Continuous evaluation (BCA & ROI)
    - -Program will ultimately pay for itself
- Program fully funded
- Adjust capabilities/capacities during development



































#### **Presented by:**

Hon. Charles L. Hopkins III

Vice President & GM Global Services & Solutions, Inc.

W: 703-236-6998 C: 703-447-1598

Charles. Hopkins@GSS-Hq.com

#### Ann Coss, CEO

Personal Recovery Concepts,

W: 866-528-9186 C: 586-530-4557

ann@personalrecoveryconcept

s.com

#### **Chief Nim Kidd**

Assistant Director Texas Department of Public Safety Nim.kidd@dps.texas.gov



